

POSITION DESCRIPTION

BUSINESS OPERATIONS SUPERVISOR

THE FRIENDS' SCHOOL



POSITION HOLDER:	Vacant
SECTION:	Friends Health & Fitness
POSITION REPORTS TO:	Centre Manager
REPORTS TO POSITION:	Nil
CLASSIFICATION:	The Friends' School (General, Early Learning, Fitness) Enterprise Agreement 2024 - Health & Fitness classification Level 8
STUDENT CARE:	Yes
PERIOD OF EMPLOYMENT:	Permanent, full-time
HOURS OF WORK:	38 hours per week

PURPOSE

The role of the Business Operations Supervisor is to supervise and support the daily operations of Friends Health & Fitness. Aligning the scheduling of the teams of Friends Health & Fitness, with a focus on cohesive operational efficiency for the Centre. This role oversees the day to day productivity of the Centre's teams and services, providing collaborative leadership, guidance and communication. This role serves as a direct report to the Centre Manager and is focused on projects, business operations and positive member engagement.

PRIMARY DUTIES

- To be responsible for promoting a child safe environment within your area of supervision and the School. To champion this important priority and provide leadership through up to date child safe guarding training for yourself and your team annually and ensure that the Child Safeguarding and Mandatory Reporting Policies are followed. Ensure an environment where children, parents and staff feel comfortable raising concerns in their area of supervision.
- Support, mentor and lead in accordance with the ethos and policies of The Friends' School and Friends Health & Fitness, including recruitment, induction and training of staff as well as overseeing rostering and scheduling.
- Take responsibility for ensuring consistent and efficient delivery of programs and services to align with the Centre's strategic direction and business objectives.
- Maintain collaboration, engagement and support for all team members ensuring the expectations for delivery of the Centre's offerings are consistently being met and the staff are engaging with customers confidently and professionally for a positive customer experience.
- Take responsibility for overseeing the day to day operations and workflows of the Centre services, ensuring consistent, safe, compliant and efficient delivery of programs and services.

- Assist with the development and implementation of succession plans for employees across various teams in the Centre, as well as special projects as delegated by the Centre Manager.
- Identify and seek opportunities for continuous improvement and professional learning for team members through evaluating feedback and reviewing individual performance to ensure positive alignment with Centre expectations.
- Work with the Centre Manager to integrate the business strategy plan with appropriate systems, practices and policies for all aspects of the operations of Friends Health & Fitness with a focus on growth, member retention and customer experience.
- Build effective relationships with staff, providing support and guidance for resolving issues or concerns and assisting to mediate where necessary.
- Take responsibility for operational management of the Centre in the absence of the Centre Manager.
- Undertake other duties as delegated within the skills and qualifications of the position.

KEY RELATIONSHIPS

- Centre Manager
- Swim Squad Coordinator
- Learn to Swim Team Leader
- Communications Officer
- Customer Service Coordinator
- Gym Team Leader
- Facility and Maintenance Coordinator
- Centre Staff
- External stakeholders (including Learn to Swim students and parents)
- Local schools and community groups

DELEGATIONS

- Purchasing of relevant equipment and consumables

SELECTION CRITERIA

1. Understanding of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
2. Proven leadership experience in a medium-sized business/facility, including managing teams, training and scheduling of staff.
3. Minimum 2 years of experience in operations, project management or administration.
4. Sound understanding and experience of working productively as a team, and consistently deliver quality service aligned with the Centre's goals and culture.
5. Understanding of consumer markets, including the ability to develop customer growth and member retention plans and implement systems for improved customer experience.
6. Proven business acumen through management and monitoring of budgets, meeting financial targets and evaluating programs/services to meet both business and customer needs.
7. Demonstrated understanding of developing and implementing projects under pressure promptly, while working cohesively with staff to communicate project goals and targets.
8. Demonstrated high level interpersonal, communication, collaboration and relationship building skills.
9. High level of computer literacy, using various software packages for written communications, member database management, staff scheduling, and team workplace interactions.
10. Relevant qualifications in business and/ or project management with a strong customer service focus, would be advantageous.
11. The ability to work safely in a fitness centre and school environment and be fit to undertake the inherent requirements of the position.
12. Show strong support for the Purpose and Concerns and the ethos of The Friends' School.
13. Must hold a current Tasmanian Working with Vulnerable People registration (employment) and have a National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A school environment is one where you will have access to highly confidential information, therefore it is critical for the school to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the school's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.